



## **Member Advisory Council**

### **Description**

As a part of the group, you can talk about how your health insurance is working for you. You will be able to learn about UnitedHealthcare and how your services work. We will listen to your opinions to make improvements. Hearing from you will make us a better health plan.

### **Previous Meetings**

The following meetings have been held in 2013 in the Kansas City metro with webex and conference call option available to those who wanted to attend:

- April 16, 2013 – Introduction to UnitedHealthcare Community Plan of Kansas and Member Advisory Council.
- June 6, 2013 – Overview of Value Added Benefits, Marketing Materials and the Process for Non-Emergency Medical Transportation (NEMT).
- August 28, 2013 – Overview of Member Services and Member Advocates
- November 20, 2013 – Overview of the I/DD Implementation of Services by UnitedHealthcare Community Plan of Kansas in 2014.

Our goal is to have a Member Advisory Council Meeting each quarter of each year. We also plan to have future meetings throughout Kansas in order to meet in person at several locations with those members living outside of the Kansas City metro.

### **Member Participation**

We have been averaging about three to five members who are able to attend each meeting with a combination of in person attendance as well as those on the phone or by webex. We have an invitation list of 19 and are constantly looking to add members to the Council who are willing to attend.

As for changes made as a direct result of the meeting, we have been able to do the following:

- Made changes to our marketing and educational materials resulting from suggestions of the Council.
- Asked our NEMT provider to adjust some of their procedures and reporting to more effectively monitor their activities.
- Been able to research and assist issues affecting those individuals who appear for the meetings.
- Updated internal processes to more effectively utilize our Member Advocate process.
- Provide UnitedHealthcare with information that will assist other States with their process for managing care of those on Medicaid.

**Any Member of UnitedHealthcare Community Plan of Kansas should contact Chris Beurman at 913-333-4012 or via email at [Christopher\\_beurman@uhc.com](mailto:Christopher_beurman@uhc.com).**